



# REDMOND POLICE DEPARTMENT 2018 ANNUAL REPORT



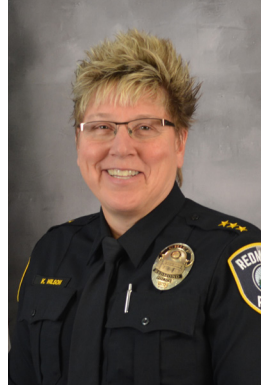
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## A MESSAGE FROM THE POLICE CHIEF



Kristi Wilson, Chief of Police  
Redmond Police Department  
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I am grateful to share with you the annual report for 2018. This report will provide an overview of the organization to include crime statistics, case highlights and a detailed explanation of the divisions within the police department. Our vision statement demonstrates we are an organization dedicated to customer service and problem solving through collaboration and communication. We work to ensure an environment which values trust, excellence, and accountability through leadership. The members of the Redmond Police department embrace a community-based model of policing. We believe in the power of a constructive relationship with community members where ideas and productive communication is encouraged. As our community continues to grow, we are committed to keeping crime rates low. Property crime continues to be the most frequent crime type at 83.5 percent, followed by crimes against society and violent crime each making up only 8.25 percent. We continue to focus our efforts on crime prevention and community outreach

This has been a busy year for the police department as we prepare for continued growth in the city, expanded diversity and the development of light rail coming into downtown. All of which are exciting opportunities for our organization and community. I want to highlight a few of our major accomplishments over the year. First off, the Police Department received a four-year State Accreditation through the Washington Association of Sheriffs and Police Chiefs. This is an honor bestowed on agencies who align policies with best practices. Members of the organization provided a high-quality policy and procedures manual to accreditation evaluators. Through the accreditation process, department members are required to show examples for every accreditation standard verifying our practices meet what is stated in our policy. Staff is also interviewed to ensure compliance with policy.

The City of Redmond was selected as the pilot project for Community Court, which is an alternative to the traditional criminal justice system for repeat offenders who are caught in the vicious cycle of drug and alcohol addiction or mental health issues. The core foundation of community court is to connect offenders with the appropriate social services to end the cycle of repeat offenders.

A Community Equity Action Team was formed of community members and police to have open discussion regarding policing in our community. Building trust within underrepresented communities is critical for the success of our organization and community as a whole. As we continue to embrace the growing diversity of our community it is imperative that everyone has a voice and an opportunity to be heard and seen. We are a powerful community when we are joined together.

As I plan to retire in 2019, after a nearly 32-year career in law enforcement, I truly could not be more proud of this organization. The staff here are of the highest caliber. They are committed to our core values of respect, integrity, customer service and accountability. You should be proud to call Redmond your home and know the members of this organization are here for you 24/7. It truly has been an honor to work within such a professional organization. They set the bar for the standard of policing. I encourage you to take the opportunity to sign up for our Community Academy and learn all about the police department or stop by our booth at a community event and say hi.

I wish everyone a safe and happy 2019!

Sincerely,

A handwritten signature in black ink that reads "Kristi Wilson". The signature is written in a cursive, flowing style.

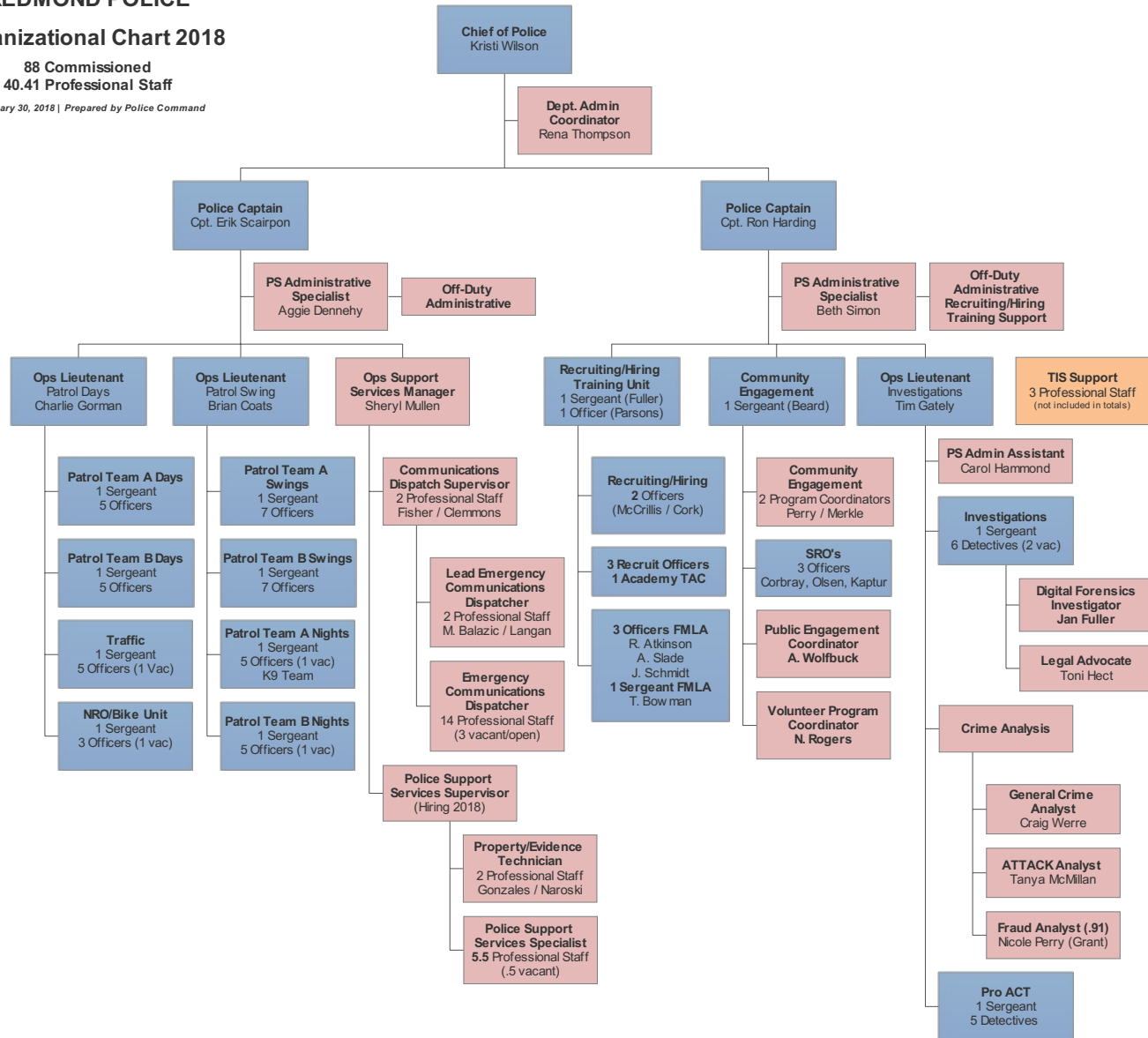
# ORGANIZATION CHART



## REDMOND POLICE Organizational Chart 2018

88 Commissioned  
40.41 Professional Staff

January 30, 2018 | Prepared by Police Command





## PATROL AND K-9

### PATROL

The Patrol Division is the largest and most visible division in the Redmond Police Department and is viewed as the leading edge of our departments diverse services to the community.

The men and women who serve in patrol are highly trained professionals who keep our city safe by engaging in proven traditional law enforcement activities complemented with the latest innovative strategies based on Community Policing and Problem Based Policing models.

Currently, the Patrol Division is assigned 39 officers with six lieutenant-supervisors. The officers and lieutenants are deployed 24 hours a day, 7 days a week. Patrol works four 10-hour days a week which provides daily shift overlap and weekly opportunities for training and special projects/enforcement activities.

The normal 10-hour work day for a patrol officer consists of responding to both urgent and routine calls for service reported

from Redmond's residents, businesses and visitors.

Each year, officers are assigned to a specific geographic area (district) to establish long term relationships within the community. Police, residents, and businesses work together to create a community of good neighbors.

When not assigned to calls for service, patrol officers make vehicle stops, check suspicious persons, perform welfare checks with persons who may be endangered or need assistance and proactively patrol their assigned geographic districts.

Many patrol officers have specialized training and serve in additional capacities such as instructors for firearms, defensive tactics and emergency vehicle operation. These assignments provide opportunities for career development for individual officers.

### K-9

Redmond's K-9 Unit combines the intelligence and judgment of a very motivated police officer with the superior physical senses of smell and hearing of a highly trained German Shepard dog.

K-9 Officer Dan Smith and Police Dog Remington "Remy" started on August 21, 2014. Officer Smith and Remy are highly trained to be deployed to track and capture suspects. K-9 Remy is certified by the Washington State Police K-9 Association (WSPCA) in patrol work and trains regularly with other eastside K-9 units.

In addition to their regular patrol duties, Officer Smith and Remy provide support to the Lake Washington School District, crime prevention programs, and community events such as Derby Days.



*Police Dog Remington "Remy"*

#### WHAT WE DO

**PATROL DISTRICTS TO CREATE A SAFE COMMUNITY**

**FOCUS ON DEVELOPING COMMUNITY SOLUTIONS**

**REMAIN ACCOUNTABLE TO THE PUBLIC**

**RESPOND TO CALLS FOR SERVICE AND ASSISTANCE**

**PROVIDE EXCELLENT CUSTOMER SERVICE**

**6 SQUADS**  **24/7**

 **39 OFFICERS**

#### CALLS FOR SERVICE COME FROM:

  **CALLS TO DISPATCH**

  **ONLINE REPORTS**

  **OFFICER GENERATED**

2018 CALLS FOR SERVICE

**27,032**



## TRAFFIC

The Traffic Division consists of a sergeant, three motorcycle officers and three traffic officers. They are responsible for investigating traffic collisions within the city. They also handle selective enforcement, school zone enforcement, traffic control, DUI enforcement, traffic safety education and special event management. To reduce violations and collisions, traffic officers make efforts to identify problem corridors and intersections. They also consult with city traffic engineers who design traffic infrastructure and signage.

### TRAFFIC ENFORCEMENT

Equipped with marked and unmarked vehicles, officers identify aggressive driving behaviors in the city. Although no one likes receiving a citation, it encourages all drivers to follow laws. Our goal is to help maintain a safe driving community, not only for vehicles, but for the many cyclists and pedestrians we have in Redmond.

As Redmond's population increases and more pedestrians, bikes, scooters and vehicles join the roads and sidewalks, our traffic team is a vital tool in ensuring everyone moves safely through the City.



Redmond Police traffic motor team

### TRAFFIC COLLISIONS

**2018: 1,016**

**FATAL (2)\***

**INJURY (214)**

**NON-INJURY (800)**

**2017: 883**

**FATAL (1)**

**INJURY (191)**

**NON-INJURY (691)**

**2016: 968**

**FATAL (3)**

**INJURY (246)**

**NON-INJURY (719)**

**2015: 972**

**FATAL (4)**

**INJURY (211)**

**NON-INJURY (757)**

\*Of the 2 fatal traffic collisions in 2018, one was vehicle/pedestrian and one was vehicle/bicycle.

## INVESTIGATIONS

The **Complex Investigations Division** is comprised of three investigative units, one computer forensics specialist and one police support administrative assistant.

The **General Investigations Unit** is primarily responsible for investigating financial, property and persons crimes.

The **Family Violence Unit** is comprised of one detective and a legal advocate. This unit works particularly difficult cases, following up on domestic violence cases and investigating Child Protective Service and Adult Protective Service referrals. The legal advocate assists domestic violence victims with court room assistance, safety planning and referrals for other services and assistance.

The **Crime Analysis Unit** consists of one general analyst and an auto theft analyst who operates within a regional auto theft investigation network called ATTACK. There is also one regional financial fraud and identity theft analyst who is grant funded.

The **Pro-Act Unit** is a plain clothes team that primarily investigates auto theft and car prowls crimes, but also assists with any other investigations requiring non-uniform operations. Pro-Act led numerous successful investigations in 2018 in Redmond and around the Eastside.

### NOTEWORTHY CASES:

**Homicide Investigation:** On April 3, 2018 Redmond Police responded to an apartment unit for a suspected dead body inside.

The renter had subletted a room in his unit to a pair of married women. The renter traveled often and did not know the two women well. After the renter returned home from a trip he became curious because he had not seen either woman-but he had received text messages from them. The rent was late and he exchanged texts regarding payment. Some of the text messages indicated that one of the females was out of state due to a family emergency.

He became suspicious that they may have moved out since neither female had been seen recently. He entered their room to see if belongings and furniture were still present, or if they had moved out. He found the room is cluttered with personal items strewn about. To his shock, he saw what he believed to be a body on the floor near

the bed and quickly exited.

Police arrived shortly thereafter and checked the room. Patrol officers located a deceased female with obvious trauma to her body. Police exited and sealed the residence for detectives to respond to the scene.

Detectives served a search warrant on the home to process the crime scene that night. The Washington State Patrol Crime Lab responded with technicians to preserve and process evidence. A prosecutor with the King County Prosecutor's Most Dangerous Officer Program (MDOP) arrived to assist detectives with search warrants. The King County Medical Examiner came to the scene to document the scene and take the deceased before an autopsy was conducted.

Redmond detectives were able to identify the deceased female as one of the two renters of the room. This victim had been deceased, inside the room for several days. This meant that she was unable to send any of the text messages attributed to her and someone was using her phone.

Redmond Police learned that the victim's wife had contacted the male to meet him and pay the rent. Detectives located the wife of the deceased at a bus stop in downtown Redmond. The wife had possession of the victim's phone when contacted by Detectives.

During an interview with Detectives the female at first tried to deny any involvement in her wife's death. She claimed to have not been at the apartment for several days. She told police that she believed her wife was out of state due to a family emergency. Police observed a recently injury to her hand that required stitches. When confronted with several inconsistencies, the woman said, "It was an accident." She proceeded to tell the detectives what she had done to her wife several days earlier that resulted in death. Her plan was to cover up the crime and eventually move the body.

The suspect was booked into the King County Correctional Facility on a charge of Murder 2nd Degree.

**Burglary Investigation:** In July 2018 Redmond Police were contacted by an internal investigator for a local business. The investigator wanted to report theft of multiple items the business manufactured. The total cost for the stolen items was estimated to be around



\$200,000.00. Due to the high value amount of loss, the case was transferred to the Detective Division.

A Detective began working with the investigator to develop information on the suspects. The items stolen were kept onsite and secured in a limited access storage area with key card access. No report of forced entry was reported so the business believed an employee may have committed the crime.

Security footage within the building and in the exterior parking areas showed two males entering the building at about 12:30am. One of these males used their issued key card to enter. The males used stairwells in the building to access the storage area. While inside the building, one male changed his clothes and donned a mask. This male pushed the boxes of stolen merchandise on a wheeled cart toward an exit. The second male was viewed exiting the building to a parking area. A vehicle was seen leaving the area soon after.

The male suspect that used the key card was identified by employee records. The license plate of the vehicle leaving the scene linked to another employee as well. The camera footage inside the building clearly shows both male employees inside the office, during the theft in the middle of the night.

These two men were each charged with Burglary 2nd Degree and Theft 1st Degree.



## BIKE TEAM AND MENTAL HEALTH PROFESSIONAL

### BIKE TEAM

During 2018, the recently formed Bike Team focused on building and strengthening relationships in the community. Through strong ties to our local youth shelter, our MHP, the City's Homeless Outreach Coordinator, local businesses, City Parks and other entities, the Bike Team has seen many successes in our common goal to address homelessness.

Through regular, direct interaction with people dealing with homelessness, the Bike Team has found they have been better able to know what resources are most appropriate for someone dealing with addiction, mental illness, family issues, poverty etc. When officers know someone's back story and the steps they are or are not taking, they are better able to gauge if enforcement is the best path. When an individual is trying to get back on their feet simply arresting them may derail their path to success, and these strong partnerships with resources can help address their needs in a more productive way.



*Bike Team*

### MENTAL HEALTH PROFESSIONAL

The Redmond Police Department acquired MHP Susie Kroll last fall and she works alongside our officers responding to persons in crisis or those suffering from behavioral health issues. The MHP's ability to provide immediate assessment and resources to homeless persons and families, persons dealing with addiction, and those suffering from mental illness is an invaluable resource. This co-responder model is a continuation of RPD's Crisis Intervention Training and offers another resource for officers for de-escalation.



*Susie Kroll, Mental Health Professional*



## COMMUNITY ENGAGEMENT

### INTRODUCTION

The Redmond Police Department is dedicated to customer service and problem-solving through collaboration and communication. Redmond has a strong history of community oriented policing, dating back to the Department becoming the first nationally accredited police agency in the State. This tradition continues to this day with efforts like Kids, Community, and Cops, a program where officers read books to young kids at our Redmond Community Center. In 2017, the Redmond Police Department received a donated “Little Free Library,” which met with favorable feedback and recognition for the Department’s participation in the program.

The engagement team consists of three school resource officers, serving three schools and over 5,000 students. Two assigned crime prevention coordinators teach safety classes, organize and run the Community Police Academy, lead our Apartment Watch programs, and respond to community needs. The public engagement coordinator has expanded the social media footprint with an expanding presence on Twitter, Facebook, Instagram, YouTube, the Department Crime Blotter website, and Nextdoor. In 2018, sixty-five neighborhood block parties participated in the Department’s National Night Out against crime.

Community outreach efforts remain a cornerstone of the Department’s service delivery strategy. The Police Department sees the strategy of engaging in proactive community efforts as contributing to the low crime rate in the City. The department has a robust and successful volunteer program. As we identify new initiatives, we will evaluate the expansion of volunteer roles where appropriate to meet the demand for services.

As call volumes build, we continue to challenge staff to evaluate internal expectations and what the community expects from us. We will continue to measure ourselves through the four primary performance outcomes of crime rates, clearance rates, collision rates, and citizen satisfaction.

### TECHNOLOGY

Technology plays a key role in effectively engaging and educating the community as well as investigating criminal matters with a high level of customer service. The department is constantly working to ensure it is both aware of and using the best possible technological advances.

The Redmond Police Department is working to leverage technology while solving crimes; some of the best evidentiary footage we receive comes from in-home camera systems provided by members of the community. With the advent of neighborhood information sharing systems used by security hardware and software companies, community members are helping to solve crimes faster. Residents who capture video of a suspect stealing a package off of their porch can now share that video on multiple platforms that cover communities far beyond Redmond city limits.

Online reporting is another technological tool that allows people to quickly file non-urgent and minor police reports to help get them the case numbers they need at a time convenient for their family. In 2018 the Redmond Police Department saw an increase in the use of the on-line reporting tool which resulted in an efficiency-based savings of over \$46,000 in staffing costs.

#### ESTIMATED TIME AND COST SAVINGS

Total incidents	573
Incidents without officer follow-up	558
Estimated hours per report if taken by an officer	1.5 hours
Estimated cost per report if taken by an officer	\$65.04
Total hours saved	837
Total savings	\$54,438.48

In addition to taking reports, technology allows us to track crime trends, share the online crime map with the community, and respond to complaints quickly and efficiently via our email system, website, and [online crime reporting site](http://gis.redmond.gov/crimemap/#/MapView) (<http://gis.redmond.gov/crimemap/#/MapView>).

### SOCIAL MEDIA

The Department maintains a significant presence on social media supported by the public engagement coordinator, including Facebook, Twitter, Instagram, YouTube, and publishing our on-line Police Blotter. The public engagement coordinator also keeps lines of communication open with other city departments, local and national media, and community partners. These methods allow us to both engage and educate the community; we receive feedback and questions from the community regarding calls for service, questions about our city, employment inquiries, and we share the culture and values of the Police Department. Technology allows for the quick and accurate sharing of information; when the Department identifies a new crime trend or is seeking help to find a missing endangered person, social media helps inform the public.

The Department noted significant growth and recognized success from growing our social media footprint:

***“The social media strategy of the Redmond Police Department is to use multiple platforms to ensure that accurate, timely, verified information reaches our community and media partners. By being actively engaged and accessible on various social media conversations, we provide facts, clarify misinformation, and effectively engage with our community.”***

- Andrea Wolf-Buck,  
Public Information Officer (PIO)



### CULTURAL INCLUSION

The City of Redmond desires to create a welcoming and inclusive city, demonstrated through its cultural inclusion initiatives. The Redmond Police Department supports this citywide work internally and externally. Redmond Police employees participate in ongoing training in cultural inclusion alongside other city employees. Also, the Department has created the first advisory council, the Community Equity Action Team, a group specifically designed to bring typically underrepresented voices forward to help advise our agency on engagement practices and community outreach.

The Community Equity Action Team, advises the Redmond Police Chief on matters related to relationship building, programming, community engagement efforts, and other matters of importance. The Community Equity Action Team launched in 2018, and members joined from across the community. This council was created after two years of stakeholder interviews, research into other successful agencies, and is intended to be a model citywide for creating ongoing and meaningful community relationships.

The Police Department continues to work actively on partnerships with Fire and Emergency Management to ensure that emergency plans and messages are accessible to all members of the community. Accessibility efforts include ensuring that information is available in multiple languages and formats to help meet all of our community's communication needs. These efforts align with county and state efforts to keep our communities safe and emergency services accessible to all.

### PROGRAMMING

The Redmond Police Department allocates resources strategically throughout the community to achieve the best engagement results possible. The Community Engagement Team has two crime prevention coordinators who work hard to ensure that a consistent quality of programming exists for our community and that strong relationships exist for those that live in our city.

The Department maintains a robust adult and youth volunteer program; our Explorer Post consists of volunteers ages 14 to 21 and adults can volunteer starting at age 18 with our adult volunteer program. Explorers conduct career exploration, assisting with large events, riding with patrol officers, and attending regular state and national academies to meet other Explorers.

Our adult volunteer program places community members in positions that best suit their interests and department operational needs. Adult volunteers run the Disabled Parking Enforcement program and allow the community to keep locations accessible by discouraging disabled parking violators. Volunteers also conduct



thorough home assessments for Redmond residents, helping to prevent crime and empower homeowners and renters to keep their residences as safe as possible. Other adult volunteer opportunities are available depending on the skillset and willingness of the volunteer to contribute. The department's volunteer program has been a hallmark of community-oriented policing in Redmond for decades.

Three school resources officers work full-time in our secondary schools as a result of our valued partnership with the Lake Washington School District. The officers serve at Rose Hill Middle School, Redmond Middle School, and Redmond High School. School resource officers coach, mentor, teach and work alongside students in these schools in addition to handling criminal investigations as needed. School resource officers build relationships with students in Redmond and keep our campuses safe. The Redmond Police Department anticipates additional growth in the Lake Washington School District, and we anticipate expanding our partnership to match district growth in the future.

### ADULT VOLUNTEER ASSIGNMENTS

Chaplains
Crime Prevention Assistant
Home Safety Assessment Team
Public Affairs Assistant
Investigations
Outreach Patrol
Records/Fingerprinting
Special Events
Speed Watch Trailer Deployment

## EXPLORERS

### EXPLORER POST #2913

The Redmond Police Explorer Post is a volunteer organization that allows youth to learn about law enforcement and provides a venue for community service and outreach. In 2018 the Explorer Advisors were SRO Kim Corbray and SRO Kevin Kaptur.

The post currently has about 10 Explorers and is always accepting applications for new members. Explorers commit to volunteering with the post for at least one year and attend a minimum of two meetings and one event a month.

Explorers assist with large city events, such as Derby Days and Redmond Lights. Explorers direct traffic, help with site security and greet the public. Outside of the City of Redmond, Explorers participate in several city festivals to help support other explorer posts and agencies. Redmond Explorers participate in regional training alongside other posts, including attending the State Explorer Academy that occurs every August and December. In addition, Redmond Explorers go on regular ride-alongs with patrol officers to gain firsthand knowledge about a career in law enforcement. Monthly meetings cover everything from how to conduct a crime scene search to how to investigate a domestic violence crime.

Applicant information is always available on the City's website. Applicants must be age 14 to 20 at the time they join, have a GPA of over 2.0 and have no criminal record. Meetings are held on the first and third Tuesday of every month and guests are welcome. Questions can be directed to Officer Kevin Kaptur at [kkaptur@redmond.gov](mailto:kkaptur@redmond.gov).

**RPD EXPLORER POST  
#2913 IS ALWAYS  
ACCEPTING APPLICANTS**

### REQUIREMENTS

**OPEN TO 14 TO 21 YEAR-OLDS**

**GPA OF 2.0 OR HIGHER**

**NO CRIMINAL RECORD**

**COMMIT TO 2 MEETINGS AND 1 EVENT PER MONTH**

**COMMIT TO MINIMUM OF ONE YEAR OF SERVICE**



*Explorers, June 2019*



## RECORDS

The Records Division greets customers visiting our department lobby and handles a wide variety of tasks and processes. Records employees provide vital assistance to both the public and internally.

During 2018 the Records Division hired three Records Specialists, which brought the team up to full staffing for the first time in several years. This busy office also has dedicated volunteers to support the division.

Records handles all Police Public Records Requests, ensuring the public receives timely copies of case reports, 911 audio files, photographs, etc. The Records team also works closely with the Public Information Officer in providing data and information requested by journalists.

Two critical programs they handle are the Concealed Pistol License (CPL) and firearm transfer programs. Evaluating these applications and fingerprinting all CPL applicants is something they take very seriously, as they know it can impact the safety of our community.

The team also works closely with the Investigations Division and the Prosecutor's Office in handling criminal filings and other required documents. They also provide background checks for other law enforcement agencies nationwide and ensure all infraction notices and criminal citations are processed and entered into the department's records management system.

### WHAT WE DO

**POLICE CASE PROCESSING**

**COURT ORDERS/WARRANTS**

**FILING AND MAINTENANCE OF CASES**

**POLICE CASE FILE ARCHIVING AND SECURITY**

**POLICE LOBBY RECEPTION/SECURITY**

**PUBLIC DISCLOSURE REQUESTS**

**STATISTICAL REPORTING OF CRIME RATES**

**CONCEALED PISTOL LICENSES/TRANSFERS**

**ON-LINE REPORTING REVIEW**

### 2018 BY THE NUMBERS

**TOTAL PRRS COMPLETED**

**1,400**

**AVERAGE PROCESSING TIME**

**10.2 BUSINESS DAYS**

**PERCENTAGE COMPLETED WITHIN 5 DAYS**

**85%**

## PROPERTY AND EVIDENCE

### NATIONAL INCIDENT BASED REPORTING SYSTEM (NIBRS)

Records also handles National Incident Based Reporting System (NIBRS), a program required by the state of Washington for defining, coding and consolidating crime data. While no single measure or statistic can capture or define crime trends, NIBRS is a good place to start when comparing crime across similarly sized cities and is the law enforcement industry standard. NIBRS data accuracy requires daily cooperation between Records and the rest of the Police Department.

### PROPERTY AND EVIDENCE

Property and Evidence primarily handles evidence relating to criminal investigations and is staffed by a full time Evidence Technician accountable for intake, storage, security and release of all property and evidence taken into custody. The technician is also responsible for property found throughout the city and brought to the department, as well as safekeeping of items held for arrestees.

Found items are held for 60 days. If an owner cannot be located or the owner fails to pick them up, they are donated, auctioned or destroyed depending on item and condition, in accordance with state law.

There is a strict chain of custody that must be maintained at all times to ensure credibility of investigations and prosecution. In addition, only two employees have access to the evidence areas – the technician and the Support Services Supervisor. Within the secured evidence area, there is also a room with a second level of security that houses jewelry, cash, firearms and narcotics. Audits and inventories are performed throughout the year. When property or evidence is no longer needed for a case and there is no known owner or attempts to contact an owner were unsuccessful, property is destroyed, auctioned or donated to non-profit agencies.

NUMBER OF PIECES OF EVIDENCE  
TAKEN INTO CUSTODY IN 2017: → 4,606

NUMBER OF ITEMS DISPOSED OF,  
AUCTIONED OR DONATED: → 2,042



Photo of RPD Evidence Room, where items are taken into custody

### 2016-2018 CRIME RATE DATA FOR WASHINGTON STATE

TOTAL CRIME RATE PER 1,000 POPULATION	Statewide	Redmond	Bellevue	Bothell	Issaquah	Kirkland	Lake Forest Park	Renton
2018	69.5	51.1	46.4	51	67.5	45.7	39.1	84.3
2017	69.1	58.5	45.6	55.6	57.8	48	42.2	89
2016	67.5	56	47.5	52.9	60.2	48.4	43.5	97.8
VIOLENT CRIME RATE PER 1000 POPULATION								
2018	3.5	1.6	1.4	1.6	0.9	1.2	1.2	3.6
2017	3.3	1.7	1.1	1.2	0.7	0.9	1.0	3.6
2016	3.1	1.6	1.0	1.4	1.2	1.0	0.9	3.7
PROPERTY CRIME RATE PER 1000 POPULATION								
2018	48.7	42.7	37.4	33.5	56.5	36.1	30.3	71.5
2017	49.7	48.5	36.7	40.3	50.2	39.7	32.3	77.5
2016	49.6	46.8	40.4	38.7	51.5	39.3	33.8	87.5
POPULATION								
2018	7,427,477	64,050	142,400	45,260	37,110	87,240	13,090	104,102
2017	7,317,175	62,292	140,700	44,370	36,030	86,080	12,990	102,700
2016	7,185,240	60,560	139,400	43,980	34,590	84,680	12,940	101,300

\*Sources: WASPC 2016-2018 Crime in Washington Annual Report, National Incident-Based Reporting System (NIBRS) Group A crimes

## COMMUNICATIONS

The E-911 Communications Center is staffed 24 hours a day, 7 days a week, 365 days a year and handles calls for both Redmond and Duvall. Led by two civilian supervisors, 16 non-commissioned call takers receive, screen, and prioritize calls for service. They are highly trained and orchestrate a variety of appropriate responses, all in an efficient and coordinated manner.

Dispatchers also maintain radio communications with approximately 100 police officers. All activities are tracked in a Computer Aided Dispatch system. They also serve as the after-hours contact for public works, utility problems and other city emergencies.

Not only do they field difficult 911 calls, but they also provide data research assistance to officers on patrol in the field. Dispatchers handle anything from running plates, to checking a suspect's identity for warrants, to scheduling multiple tow trucks to clear collision scenes quickly. Our 911 operators also provide guidance and instructions over the phone to people experiencing a medical emergency. They are truly the first responders to many critical incidents.

Dispatchers also enter stolen items, warrants, and court orders into local, state and national databases.

IN 2018, our dispatch center processed more than 74,000 calls. More than 19,000 of those were calls to 911. In a big step for improved emergency communication, we added the ability to receive text to 911 messages this year.

Dispatchers also answer the non-emergency line for the department, 425-556-2500, which is answered 24 hours a day. These calls could be anything from a question about a ticket, inquiries about how to handle a neighbor dispute, or just general questions about crime and safety.

Other calls include internal department calls from officers or staff needing assistance and calls from other law enforcement agencies or government offices.

### WHAT WE DO

**E-911 CALL TAKING FOR POLICE SERVICES**

**POLICE RADIO FOR REDMOND AND DUVALL**

**NON-EMERGENCY LINE / CITY AFTER-HOURS LINE**

**DATA ENTRY FOR PROPERTY AND WARRANTS**

**DATA RESEARCH TO PATROL OFFICERS**

**COORDINATE LOCAL TOW COMPANY RESPONSES**

### PERCENT OF 911 CALLS ANSWERED WITHIN 10 SECOND STANDARD



RPD Dispatcher

### 2017 AT A GLANCE

**74,938**  
TOTAL CALLS PROCESSED

**19,844**  
911 CALLS PROCESSED

**4.79 SECONDS**  
AVERAGE 911 CALL ANSWER TIME



## ADMINISTRATION

Administration encompasses a wide variety of police department responsibilities including recruitment and hiring, training for commissioned and civilian personnel, fleet management and internal affairs. Each of these roles is vital in encouraging our employee's professional development and keeping our department current in the most up-to-date training.

## RECRUITING AND HIRING

The Recruiting and Training Unit is responsible for recruiting, training, conducting backgrounds, and hiring for positions throughout the department. The unit consists of two Recruiting and Training Officers and an Administrative Specialist. Redmond Police Department is always seeking motivated, talented people to join our team. We encourage people interested in becoming officers or applying for one of our civilian positions to reach out and see if a career with RPD would be a good fit.

To make applying to our department more accessible, RPD began subsidizing the public safety test fee for potential applicants in 2018.

Officers assigned to this unit are investigators who receive additional training on conducting background investigations and Civil Service rules. The Administrative Specialist supports the unit and provides a pivotal role for the team.

## TRAINING AND FLEET MANAGEMENT

The department places an emphasis on continuous improvement and refining technical skills in the law enforcement industry. Our robust and carefully scheduled training program ensures officers are knowledgeable in the latest techniques and able to utilize the latest and greatest crime-fighting technology. The Redmond Police Department hired 13 new employees in 2018.



*Recruiting booth*



## MILESTONES

### 5 YEARS

BRIAN HALL, GEORGE DOWNING, EMILY DREYER, KYLE OLSEN- LEAVING IN APRIL, CHAD WALLACE, KRISTA BAUER, BEAU COLLINS, KENNY LOTT, ELIZABETH HANSFORD (VOLUNTEER), BOB SEAVEY (VOLUNTEER), MEGHAN MANRING (VOLUNTEER)

### 10 YEARS

AGGIE DENNEHY, ELIZABETH RUHLAND, TONY MARINELLA, JESSE BOLLERUD, JASON CASSIDY, JAMIN PALMER, KEVIN STERNS, KEVIN KAPTUR, TAY JONES, SABRINA KESSLER, RYAN GEORGE, CRAIG WERE

### 15 YEARS

ROBERT CLEMMONS, MARTY FULLER, MATT PERINGER, BOB REIFE (VOLUNTEER), SHIRLEY BOYER (VOLUNTEER)

### 20 YEARS

DAVE SOWERS, GREG TWENTY, PAT HAMMAN (VOLUNTEER), BEVERLY CHABOT (VOLUNTEER), ERIC BENJAMIN (VOLUNTEER)

### 25 YEARS

BRIAN COATS

### 30 YEARS

LON SHULTZ

## PROMOTIONS

CAPTAIN, ERIK SCAIRPON 2/1/18

LT. BRIAN COATS 2/1/18

PROV. SGT. JOE TINGLEY 2/1/18

SGT. RYAN GEORGE 2/5/18

SGT. JOE TINGLEY 3/1/18

LT. MARTY FULLER 3/1/18

SSS, JESSICA R. ABBOTT 3/1/18

VOL. COORD., AGGIE DENNEHY 12/3/18

## RETIREMENTS

SSS, YVONNE (BONNY) SETZER 1/2/18

LT. CHARLIE GORMAN 3/1/18

OFFICER, SHAWN MCCRILLIS 5/1/18

SR. COMPUTER FORENSICS INVESTIGATOR,  
JAN FULLER 5/1/18

OFFICER, DAVE SOWERS 7/1/18

## VOLUNTEERS

The department Volunteers In Police Service (VIPS) program is robust and consists of volunteers working in various capacities including: disabled parking enforcement, fingerprinting for concealed firearms permits, data entry, bicycle helmet fitting, outreach events, and other clerical and administrative activities. We also have a team of volunteer Chaplains that help the public and our first responders deal with traumatic events and tragedy.

Our volunteers donate thousands of hours of their time to Redmond Police Department, which saves the city about \$10,000 every year. In 2018 we had about 30 volunteers donating their time to the City. We are so fortunate to have such a dedicated group of people share their time and expertise with RPD!





## COMMUNITY PARTNERSHIPS

The Redmond Police Department takes pride in being involved in the community, both in and outside of work. Police personnel participate in various annual events, including Derby Days, Redmond Lights and various programs throughout the year such as Lunch Buddies at local Elementary Schools and events with our Senior Center and Redmond retirement communities. We are fortunate to have wonderful relationships with many other schools, businesses, religious groups, non-profits and individuals throughout the City.

Our department is a proud supporter of Special Olympics of Washington State. We support the Law Enforcement Torch Run with two annual events each year.

### 2018 POLAR PLUNGE

Redmond Police Employees bravely volunteer to join agencies from all over the country in this chilly Special Olympics Fundraiser. Officers raise money individually or in teams and then jump into the frigid water of Lake Washington. All money goes directly to Special Olympics Washington.

### LITTLE FREE LIBRARY AND OFFICER STORYTIME

In 2018 the Redmond Police Department was given a Little Free Library by the non-profit's "Kids, Cops and Community" program and we now partner with local bookstores, Reading with Rover and our Redmond Community Center to host Officer Storytime events. These events are a great opportunity to meet children and their parents and talk about any safety questions they may have.



*Blaze and RPD at Walk-to-School Day*



*Susie Kroll, Mental Health Professional*



*2018 Law Enforcement Torch Run at Redmond Town Center*



*2018 Law Enforcement Torch Run at Redmond Town Center*



*Officer Storytime at the Redmond Community Center at Marymoor Village*



*Officer Storytime at the Redmond Community Center at Marymoor Village*